

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:	)	Group Art Unit: 2614
Kiefhaber et al.	)	Confirmation No.: 3473
Serial No.: 10/815,534	)	Examiner: NGUYEN, KHAI N
Filed: 03-31-2004	)	<u>REQUEST FOR</u>
Atty. File No.: 4366-140	)	<u>CONSIDERATION OF</u>
Entitled: "CONTACT CENTER AND METHOD	)	<u>REFERENCE LISTED IN</u>
FOR TRACKING AND ACTING ON ONE AND	)	<u>INFORMATION DISCLOSURE</u>
DONE CUSTOMER CONTACTS"	)	<u>STATEMENT SUBMITTED</u>
		<u>FEBRUARY 28, 2007</u>
		Electronically Submitted

Mail Stop Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

On February 28, 2007, Applicant's representative submitted an Information Disclosure Statement in the above-identified patent application. The Information Disclosure Statement is attached hereto as Exhibit A.

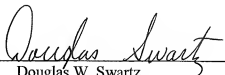
On August 7, 2007, the Examiner issued an Office Action for the above-identified case. The Office Action was accompanied by a List Of References Cited By Applicant And Considered By Examiner. This list included the aforementioned Information Disclosure Statement of February 28, 2007, but the other art reference, "DEFINITY", was struck-through. The Office Action contained no indication of why the reference was not considered. The Office Action, including the pertinent page from the List Of References Cited By Applicant And Considered By Examiner, is attached hereto as Exhibit B.

Applicant's representative hereby respectfully requests that the "DEFINITY" reference listed in the Information Disclosure Statement of February 28, 2007, be considered by the Examiner.

Although no fees are believed due in connection with this communication, please charge any fees deemed necessary to Deposit Account No. 19-1970. If additional information is required please contact the undersigned.

Respectfully submitted,

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Date: Jan 12, 2010